

Our work is only as good as your take-home regimen.

We offer a variety of lines to keep your hair looking gorgeous between visits.

KÉRASTASE

The most advanced science in the beauty industry is found in the Kerastase brand. With a vast array of products spanning every hair type and need, Kerastase represents luxury, science and innovation with the ability to transform your hair.

Bb.

From the reigning House of New York high fashion hair comes the ground breaking products from Bumble and bumble. Developed in the lab and tested on the runways of New York, Paris and Milan – the experts at Bumble have perfected the formula of style + substance. Whether you're preparing for a night on the town or a weekend at the beach, they've got the right product for you.

REDKEN
5TH AVENUE NYC

From the streets of New York City to you – Redken 5th Avenue NYC formulates superior hair products and is an industry leader with their full line of shampoos, conditioners, treatments and styling products. Redken's fashion forward approach to the beauty industry means outstanding color application (Studio Gaven uses Redken color exclusively) and a variety of products to suit every hair type.

CAUTION! Habit Forming

Consider yourself a product junkie? Studio Gaven has the perfect reward for you. Ask one of our helpful support staff members about how you can be a part of our Frequent Buyer program. For every \$25 you spend with us in retail product, you'll receive a stamp on your card. Once your card is full, you receive \$25 worth of retail products as our gift to you.

FREQUENT PURCHASER CARD





At Studio Gaven we strive to not only meet our guests' expectations, but EXCEED them.

If there is anything a member of our staff can do to make your visit more enjoyable, please do not hesitate to ask. The following are some helpful suggestions to ensure that you enjoy your time with us:

Gratuities

While gratuities are by no means expected from our guests, many do opt to leave a little something extra for our service providers. Typically the range is anywhere between 10 and 20 percent of the guest's total for services. We are happy to provide you with tip envelopes at the front desk should you wish to leave gratuity in the form of cash or check. Unfortunately, we cannot process any gratuities on credit cards. Personal checks may be used, but must be made out separately to your service provider.

Cancellation Policy

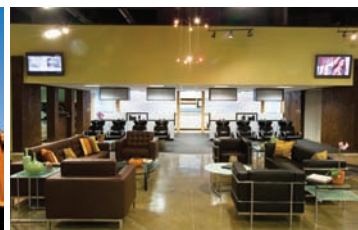
We realize that with life's ever changing needs, situations may prevent you from keeping your reservation with us. We ask that you please give us at least 24 hours notice when canceling so that we may fill your reservation with another guest who may be pending for that position in our schedule.

Protecting Your Property

For all guests receiving color services, we request that you change out of any personal garments and into one of our comfortable robes for the duration of your visit. By doing so, you ensure that all the color we use to perform services will stay in its intended place – your hair. We also request that you be mindful of your handbag and make sure that it is safely out of harm's way. We cannot accept responsibility for any items damaged during your visit with us if this policy is not observed.

They say 'Variety is the Spice of Life'

We pride ourselves in employing the most talented staff available in Middle Tennessee. By offering so many talented service providers in one building, we encourage our guests to feel comfortable trying as many stylists as they wish to find the perfect one for them.



Top Talent at Any Price

At Studio Gaven, we are uniquely structured to offer various price points to provide the highest quality service to people with varying beauty budgets. Please feel free to inquire further about the level system and its associated price points.

Moving on up

As our stylists progress in their careers and achieve benchmark goals, they are promoted. At that time, their prices are raised a nominal amount in celebration of their achievements as a professional in our industry. Signage is always posted at the stylist's station so that you will know when such achievement can be recognized and celebrated.

Top Talent at any Price

Try some of the hottest new talent in Tennessee – at a budget conscious price. Tuesday, Wednesday and Thursday nights are known as New Talent Nights at the Studio. Stylists new to our floor offer cuts for \$38.95, base color and cuts for \$58.95 and highlighting and cuts for \$88.95. As with all of our services, your blowdry is included, but with new talent pricing any add-on charges for lowlights, glazing etc. (with the exception of treatments) are included in the package price. New Talent stylists change throughout the year and have all had a minimum of one year experience after graduating cosmetology school.

Giving Back to our Guests



A new program for 2010, Studio Guest Rewards is a point based rewards program that incents guests for every dollar they spend, every guest they refer and every time they prebook their next reservation. Points can be redeemed at any time, for anything in the Studio. How do you enroll? The good news is that by just being a guest of our salon you're already enrolled. In order to redeem

your points, we do ask for a valid e-mail address we can use to keep in touch with you throughout the year. We will never e-mail you more than once a month or give your contact information to any other business without your express consent.

More details about our guest loyalty program can be found on studiogaven.com

STYLIST BUSINESS CARD